RCFE Consumer Initiative

June 10, 2009 Workgroup Meeting Minutes

Welcoming and introductions were provided by Gary Palmer, representing Jeffrey Hiratsuka, the Deputy Director of Community Care Licensing. Gary introduced the unique partnership undertaking this effort and the members of the Community Care Licensing team participating in the project. Gary placed emphasis on the goal of providing assistance to consumers, as they search for placement options for a Residential Care Home for the Elderly (RCFE).

Teri Boughton made opening remarks identifying the interests and role of the California HealthCare Foundation. Teri made reference to research previously performed by the CHCF on decision support tools desired by long term care consumers and the need to focus the project on the needs of consumers.

Bob Newcomer made opening remarks identifying the interests, history and role of the University of California San Francisco in the studies of RCFE policies and information systems. Dr Newcomer introduced the members of the UCSF team participating in the project.

Dennis Walker reviewed the project scope, objectives and constraints, as agreed to in a March Memorandum of Understanding (MOU) between the Deputy Director of Community Care Licensing Division and the California HealthCare Foundation.

Cristina Flores led a working session, which focused on objective 1 of the project, improving the content of RCFE consumer information. During the session the workgroup reviewed the 1st draft of proposed content of RCFE consumer information. This discussion was the first step in the process of identifying the informational content of the www.MyCCL.ca.gov website to be used to capture the information from RCFE licensees.

Each of the eight proposed consumer informational categories was briefly reviewed and discussed by the workgroup. Comments and suggestions on organization, content and informational elements were made by workgroup members in each informational category. Three informational categories were identified by the workgroup as somewhat problematic and needing further clarification in the next draft of the document. These informational categories included the description of staffing, costs and fees, and licensing compliance information.

Martha Mills made a presentation on the approach being used by her team to meet objective 2 of the project, preparing licensing inspection and citation information for future publication. During the presentation Martha reviewed the results of her team's investigative research of a recent 6 month history of RCFE citations and the

methodology to be used to develop new citation language for the most frequently occurring regulatory violations. Martha introduced a draft of a format for a proposed new licensing inspection report. Martha closed by inviting the workgroup to review the list of Most Frequently Cited Regulations and to provide her by email any comments and suggestions about other significant regulations which should be included.

Bob Newcomer closed the session with a review of the day's accomplishments and a discussion of the major remaining open issues. Bob made a commitment to have the project team further examine the three problematic consumer content categories, to get back to the workgroup with the next steps in the process, to provide a revised draft of the proposed content of RCFE consumer information with a 2-week minimum review time and to set a date for the next workgroup meeting.

Project Next Steps

1) All workgroup members are requested to register as users in www.myccl.ca.gov . All project related working papers, background research and meeting notes will be published on this site.
2) The project team will work on the next draft of RCFE consumer information content. The revised document will include suggestions on the priority of consumer informational categories and data elements. Our ultimate goal is to pare down the list to a *manageable* set of information most in need by consumers in a web screening environment. As the content is better refined we will also examine and report to you further on any possible electronic data sources. First priority will be given to resolving the workgroup identified issues associated with content related to RCFE base costs and service fees, staffing characteristics and licensing compliance information.
3) The contract for the web developer will be awarded in early July.
4) A second draft of the consumer information content document will be sent out for your review and comment. Two weeks for review and comments will be provided.
5) The project team will examine steps to better identify the benefits to licensees for entering consumer information in MyCCL. Please send your suggestions on this topic to Terry Donnelly.
6) The project team will explore the potential use of an independent consumer focus group to review the proposed informational content.
7) We encourage any additional workgroup comments be sent by email to the respective project team leader. Further comments on RCFE consumer information content should be sent to Cristina Flores. Comments on the language for common deficiency language and the proposed new format of the licensing inspection report should be sent to Martha Mills.
8) The tentative date for the next workgroup meeting is September 9, 2009